

## Vacancy Information Sheet

<b>Employer details Including address</b>	Pullman Liverpool Kings Dock L3 4FP
<b>Job title</b>	Breakfast Supervisor
<b>Rate of Pay</b>	<p>£22,000pa plus a generous benefits package inclusive of:</p> <ul style="list-style-type: none"> <li>• Complementary car parking</li> <li>• Complementary use of the hotels gym</li> <li>• Complementary lunch and dinner</li> <li>• Global hotel discount scheme</li> <li>• Wagestreaming service</li> <li>• Employee assistant programme</li> <li>• Staff events</li> <li>• Love to shop voucher reward scheme</li> <li>• Guaranteed two days off together every week</li> <li>• Service charge &amp; tips</li> </ul>
<b>Contracted Hours/ Working Pattern</b>	40 hours per week, 5 mornings – early starts expected.
<b>Job Description</b>	<p>The 4-star Pullman Liverpool Hotel is located at Kings Dock on Liverpool's world famous waterfront. Boasting an incredible location in the heart of the city, this hotel truly is a Jewel in the Accor brand portfolio. Pullman is a stylish and in tune luxury brand with a focus on inspiring a new generation of business travellers and business leaders. Hyper-connected and sophisticated explorers, every day they invent new ways of doing business worldwide. The world is their playground and every moment is an opportunity. Their life is a mix of business and pleasure, a balance of efficiency and personal well-being.</p> <p>As the Breakfast Supervisor with Pullman Liverpool, you will be part of the leadership team ensuring we deliver an exceptional food and beverage service to our guests in our Restaurant, Bar, Conference facilities and connectivity lounge, along with in room dining. You will endeavour to support the needs of our guests to ensure an exceptional guest experience. Reporting to the Food and Beverage Manager you will be responsible for championing food and beverage standards within the Hotel with particular responsibility for the breakfast service. You will need to effortlessly maintain the perfect environment during each shift ensuring your team are attentive to every need of our guests. You will be required to direct the team through each shift, monitoring quality of the food and drinks we are serving and liaising with customers to ensure that the desired effect is being achieved. Ideally, you will be a self-starter who will proactively seek to exceed the expectations of both the company and customers.</p> <p><u>Main Responsibilities</u></p> <p><b>PEOPLE:</b></p> <ul style="list-style-type: none"> <li>• Lead and coach the Hotels food and beverage team ensuring regular feedback aids performance.</li> <li>• Support in the preparation of staff rotas and assist in forecasting staffing levels</li> </ul>

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- Liaise successfully with the Food and Beverage leadership team to ensure effective handovers, opening and closing procedures are adopted.
- Assist other departments wherever necessary and maintain good working relationships
- Assist in recruiting, training and developing the team
- Utilise leadership skills and motivation techniques to maximise employee productivity and satisfaction.
- Identify training needs and ensure the team receive regular training, including daily skills training to provide consistent, knowledgeable and reliable service.
- Be present within the Restaurant to ensure service and cleanliness standards are maintained at all times
  - To be committed to continual professional development

### **PROFIT:**

- Manage staffing costs and budgets on a day-to-day basis.
- Assist in setting departmental targets and objectives, work schedules, budgets, and policies and procedures
- To be sales driven through securing repeat business by exceeding client expectations and supporting the sales team with target leads.
- To assist the marketing department with marketing campaigns, open events and networking
- Strive to achieve departmental targets as part of the team

### **PRODUCT:**

- Maintain exceptional high levels of Customer Service
- To ensure the breakfast product meets Pullman brand standards.
- Manage guest queries in a timely and efficient manner
- Serve food and drink (please note to comply with local licensing legislation applicants must be over 18)
- Assist in the development of food and drink menus with other members of Food & Beverage team
- To be an ambassador for the organisations brand standards
- To provide outstanding administrative skills to coordinate events, which will include corporate business, private functions and weddings.
- Identify organiser's needs, by understanding the event goals.
- Knowledge of menu content, menu changes, and promotional activities
- Follow cash handling procedures
- Maintain high standards of cleanliness in the food and beverage areas
- Be able to work unsociable working hours, breakfast shifts start as early as 5am.

### **RESPONSIBLE BUSINESS:**

- **To ensure ALL Safe & COVID-19 compliance in every activity undertaken**
- Ensure that the workplace remain clean and tidy
- Comply with local licensing laws
- Ensure compliance with local laws and safety regulations
- Know and apply the hotel's safety regulations (in case of fire etc.)

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	<ul style="list-style-type: none"> <li>• Ensure the safety of people and property</li> <li>• Respect the hotel's commitments to the "Environmental Charter-Accor Planet 21" (saving energy, recycling, sorting waste etc.)</li> </ul> <p>To undertake any other duties commensurate with this post as determined by the Food &amp; Beverage Manager</p>
<b>Minimum experience and/or qualifications</b>	<p><u>Qualifications &amp; Skills</u></p> <p>To successfully fill this role you should maintain the attitude, behaviours, skills, and values that follow:</p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• The ideal candidate will have a minimum of 2 years supervisory experience in Restaurant, Conference and Events or Food and Beverage within QUALITY establishment</li> <li>• Knowledge of quality fresh food</li> <li>• Experience in supervising a team of 15 plus and has an exceptional drive for building a great team.</li> <li>• An ability to listen and respond to demanding Guest needs through excellent customer focus skills</li> <li>• Exceptional leadership, interpersonal and communication skills</li> <li>• Great emphasis on attention to detail</li> <li>• Extremely well organised</li> <li>• Accountable and resilient and taking ownership for the operation</li> <li>• Commitment to and passion for delivering high levels of customer service</li> <li>• Ability to work under pressure</li> <li>• Flexibility to respond to a variety of different work situations</li> <li>• Possess a positive and engaging personality</li> <li>• Excellent grooming standards</li> </ul> <p><b>Desirable:</b></p> <p>It would be advantageous in this position for you to demonstrate the following capabilities/distinctions:</p> <ul style="list-style-type: none"> <li>• Experience within a hotel environment</li> <li>• Experience in working with guest satisfaction feedback and implementing resolution and improvement strategies</li> </ul>
<b>Additional Information</b>	

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<b>How to apply</b>	To apply please send you current CV to Peter Affleck Food and Beverage Manager: <a href="mailto:Peter.affleck@accor.com">Peter.affleck@accor.com</a>
<b>Closing Date</b>	No closing date